

# DELAWARE TRANSIT CORPORATION

POSTING NO. 042-2018

## POSITION VACANCY POSTING

DATE OF POSTING October 19, 2017

CLOSING DATE October 26, 2017

## 2 POSITIONS

**METHOD OF APPLICATION:** **Employment Application**

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **October 26, 2017**.

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POSITION #: 1274/1275 JOB CODE #: 219

POSITION TITLE Control Center Service Supervisor

PAY GRADE 13 PAY RATE  PAY RANGE \$41,696 - \$52,120  
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County/Beech Street DEPARTMENT Transportation  
SECTION Operations

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CLASSIFICATION: FULL TIME X PART-TIME

CONTRACT: 8FR  8DR  32  N/C X

SCHEDULED HOURS Varied SCHEDULED DAYS Varied

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### SUMMARY OF POSITION:

The Control Center Service Supervisor is responsible for the monitoring and coordination of Delaware Transit Corporation (DTC) Services statewide in order for the organization to fulfill its mission of providing an effective, efficient and reliable transit system. This activity takes place in the centralized control center by highly trained personnel using systems, technology, and facilities specifically designed to monitor and control DTC assets across the State of Delaware to meet the goal of optimum performance. Specific responsibilities include extensive use of Trapeze systems to monitor, adjust, and report on revenue service performance, ADA compliance, operator behavior, and ridership issues. The Control Center Service Supervisor manages all incidents in real time involving DTC staff, equipment, or customers utilizing DTC resources across the state and is routinely in contact with local and/or state authorities, agencies or first responders in carrying out these duties where DTC service and assets are involved. The Control Center Service Supervisor works extensively with internal and external resources managing a dynamic service environment requiring schedule changes due to issues such as detours, trip cancellations, staffing, equipment, or other issues that require intervention by the Control Center to minimize the impact on the DTC revenue services. The Control Center Service Supervisor has the authority to make service adjustments and coordinate with other departments by reassigning operators, equipment, schedules, or manifests. The Control Center Service Supervisor has the authority to direct other departments such as Maintenance or Safety in support of service needs at the time. The Control Center Service Supervisor regularly reports on violations by personnel to Operations Managers for handling and follow up, including incidents, accident investigations, and other performance or disciplinary issues. The position operates on multiple shifts that span a broad service day seven days per week.

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EQUAL OPPORTUNITY EMPLOYER

**SEE PREFERRED QUALIFICATIONS ON SECOND PAGE**

### **Preferred Qualifications:**

**Please address each Preferred Qualification separately. Failure to do so could result in a disqualification.**

1. Knowledge or experience with supervisory functions necessary to meet the service requirements of a transit system.

**Applicants must detail all experience in supervisory functions in a transit system.**

2. Experience with dispatching and/or operation of a service-oriented transportation system.

**Applicants must detail all experience in dispatching and/or operation of a transportation system.**

3. Strong computer skills, including scheduling and communications software.

**Applicants must detail all experience in computer use and automated communications**

4. Experience administering Collective Bargaining Unit provisions with regard to work assignments, attendance, service operations, discipline, etc.

**Applicants must detail all experience in administering a Collective Bargaining Agreement to include work assignments, attendance, discipline, and service operations.**

JOB DESCRIPTION: AVAILABLE ON-LINE AT **[www.dartfirststate.com](http://www.dartfirststate.com)**

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EQUAL OPPORTUNITY EMPLOYER

**"Application must specifically address each Preferred Qualification"**

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**JOB APPLICATIONS ARE AVAILABLE ON-LINE AT: [www.dartfirststate.com](http://www.dartfirststate.com)**

# Delaware Transit Corporation

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**Issued:** December 3, 2015

**Title:** Control Center Service Supervisor

**Job Code:** 219

**Location:** Wilmington, Delaware

**Pay Grade:** 13

## **Position Summary**

The Control Center Service Supervisor is responsible for the monitoring and coordination of Delaware Transit Corporation (DTC) Services statewide in order for the organization to fulfill its mission of providing an effective, efficient and reliable transit system. This activity takes place in the centralized control center by highly trained personnel using systems, technology, and facilities specifically designed to monitor and control DTC assets across the State of Delaware to meet the goal of optimum performance. Specific responsibilities include extensive use of Trapeze systems to monitor, adjust, and report on revenue service performance, ADA compliance, operator behavior, and ridership issues. The Control Center Service Supervisor manages all incidents in real time involving DTC staff, equipment, or customers utilizing DTC resources across the state and is routinely in contact with local and/or state authorities, agencies or first responders in carrying out these duties where DTC service and assets are involved. The Control Center Service Supervisor works extensively with internal and external resources managing a dynamic service environment requiring schedule changes due to issues such as detours, trip cancellations, staffing, equipment, or other issues that require intervention by the Control Center to minimize the impact on the DTC revenue services. The Control Center Service Supervisor has the authority to make service adjustments and coordinate with other departments by reassigning operators, equipment, schedules, or manifests. The Control Center Service Supervisor has the authority to direct other departments such as Maintenance or Safety in support of service needs at the time. The Control Center Service Supervisor regularly reports on violations by personnel to Operations Managers for handling and follow up, including incidents, accident investigations, and other performance or disciplinary issues. The position operates on multiple shifts that span a broad service day seven days per week.

## **Typical Duties**

- Supervises DTC personnel and contracted bus services in the support and delivery of DTC transportation statewide.
- Uses the Transit Master system extensively to monitor revenue services statewide, for on time performance (OTP), schedule adherence, vehicles off route, paratransit trip optimizing, operators logged on, etc.
- Communicates with Customer Service and the Marketing Departments on service impact information for dissemination to the riding public.
- Using the Transit Master and radio system, handles accidents, incidents or other service related issues by managing the incident and having the appropriate internal or external resources responds, recording and communicating the incident to the appropriate personnel or departments. Provide updates on incidents to note status changes.
- On a regular basis, communicates with Operations Management and staff on service related issues requiring handling by contract services, maintenance or operations supervisors.
- Provides necessary documents and testimony when required as evidence on violations when disciplinary hearings take place.

- Using the Transit Master system, monitors, records, maintains and develops reports on all DTC services statewide with respect to performance measures such as OTP, operators signed on, pull out checks, slack time etc.
- Assigns or reassigns operators, trips or equipment to meet service needs, adjust schedules to minimize service disruptions to passengers on all DTC services.
- Coordinates with the TMC, state and local authorities on the use and activities of DTC assets and services throughout the state whether operated directly by DTC or not.
- Assigns Street and Service Supervisors to follow up on service related issues, identify detour routes, accidents, customer complaints, etc.
- Uses the current Transit Master system and systems to be subsequently implemented to their maximum potential for the benefit of DTC in providing a high performing, reliable, cost effective service for DTC customers.

The above duties and responsibilities are not intended to be all inclusive of the specific duties and responsibilities of this position.

### **Knowledge, Skills and Ability**

- Ability to monitor and control the statewide Fixed Route and Paratransit services including contracted services.
- Ability to use the technology available, such as Transit Master, Trapeze, Cognos, to develop and analyze detailed, accurate, and objective reports.
- Ability to work independently and as a team in order to accomplish the Control Center mission and goals.
- Ability to communicate clearly and calmly with operators, contractors, facilities, and other DTC departments on a daily basis, often under time sensitive situations, which includes both verbal and written communications.
- Knowledge of all applicable provisions of the CBA as well as DTC policies and procedures and the ability to enforce all directives objectively.

### **Minimum Qualification Requirements**

- Knowledge of the principles of staff supervision which includes to plan, assign, monitor, and discipline.
- Knowledge of Collective Bargaining Agreement provisions which govern work rules, guidelines, and limitations.
- Knowledge of dispatching and/or operation of a service-oriented transportation system.
- Ability to exercise discretion, integrity, and confidentiality.
- Ability to exercise good judgment when making decisions that potentially affect DTC service statewide.
- Skill in using different computer software programs.

### **Working Conditions**

- The position operates on multiple shifts that span a broad service day throughout the week. The workdays and hours are generally regular, within the shift, although subject to periodic exception. Although the work is generally performed in an office environment, the position is subject to special assignments that may require work outside the office.

	<b>FLSA</b>
	Exempt
▪	Non-Exempt